



Office of Employment Dispute Resolution

AGENCY WORKPLACE MEDIATION COORDINATOR

SYNOPSIS OF DUTIES AND ROLE DESCRIPTION

For complete information about the Office of Employment Dispute Resolution's Statewide Mediation Program, please visit our website at www.dhrm.virginia.gov, which includes EDR's Workplace Mediation Program Guidelines.

I. DEFINITIONS

Statewide Mediation Program: A mediation program operated by the Department of Human Resource Management's Office of Employment Dispute Resolution (EDR) for the resolution of work-related conflict in state agencies and institutions throughout the Commonwealth.

Mediation: A voluntary process by which participants, with the assistance of mediators, share perspectives, identify disputed issues, develop options, consider possible solutions, and seek to reach a mutually acceptable resolution to their dispute. Participants in mediation make informed and deliberate decisions to resolve past problems and discuss future relationships directly and confidentially. The mediation process is used for two-party as well as group disputes.

Agency Workplace Mediation Coordinator: An employee designated by each state agency to coordinate EDR's statewide mediation program within that agency.

Two Party Mediation: Mediation of a dispute primarily between two employees, who may be co-workers or in a reporting relationship. On occasion, a third or fourth participant may be involved as well.

Group Mediation: Mediation of a dispute among several employees in a work unit such as a team, office, or department. Typically, group mediation is most effective with groups of 5-30 employees.

II. PROCEDURES IN PROVIDING MEDIATION SERVICES

A. Requests for Mediation

1. A request for mediation within a state agency is referred to the Agency Workplace Mediation Coordinator.
2. The Agency Workplace Mediation Coordinator will contact the other participant(s) to the dispute to determine their interest in mediation.

B. Intake, Assessment, and Scheduling

For Two Party Mediation

1. The Agency Workplace Mediation Coordinator should respond to the mediation requests promptly by conducting an intake. Intake consists of interviewing the interested participants to assess the appropriateness of mediation and the willingness of the participants to resolve their conflict. The Agency Workplace Mediation Coordinator will complete the "Mediation Request for Two Party Dispute" form and submit it to EDR within five workdays after the mediation request.
2. The Agency Workplace Mediation Coordinator will provide each participant in a two party dispute with a copy of the "Information About the Mediation Process" and "Tips for Successful Mediation Participation" to help ensure that each participant has a basic understanding of the mediation process and is a willing participant.

3. The Agency Workplace Mediation Coordinator will indicate on the “Mediation Request for Two Party Dispute” form that the above information about the mediation process has been provided to the participants, and that the participants have been informed that they can contact EDR if they would like any further information.
4. EDR will notify the Agency Mediation Coordinator of the receipt of the mediation request, and should schedule the mediation session within twenty workdays of receiving the “Mediation Request for Two Party Dispute” form from the Agency Workplace Mediation Coordinator, unless the participants ask for a delay.
5. EDR will provide written notification of the date, place, and time of mediation to the Agency Workplace Coordinator, EDR’s Workplace Mediators, and to the two party participants.

For Group Mediation

1. The Agency Workplace Coordinator should contact EDR to request the Group Mediation Vendor List.

C. Completed Mediations

1. Upon completion of the mediation, EDR will forward the draft agreement to the Agency Workplace Mediation Coordinator.
2. Within five workdays, the Agency Workplace Mediation Coordinator will review the draft agreement to verify consistency with state and agency policies and assure that each participant has the authority to carry out the action called for in the agreement.
3. The Agency Workplace Mediation Coordinator will maintain a copy of the “Mediation Request” form and any agreement reached in a separate confidential mediation file. Mediation-related documents are not to be kept as part of a personnel file.
4. EDR will conduct a three month evaluation following the conclusion of mediation. The Agency Workplace Mediation Coordinator and the mediation participants will be asked to complete the “Two Party Mediation Program Three Month Evaluation” form.

III. MILEAGE REIMBURSEMENT

It is the responsibility of the requesting agency to reimburse the mileage for the EDR Workplace Mediators. The agency must provide mediators with any specific agency instructions regarding mileage reimbursement prior to the mediation session.